

Exhibit E

03 October 2002

1-162541153

P03607045
07 OCT 2002 10094



The Real Network

Mrs Dickinson
31 St. Saviourgate
YORK
YO1 8NQ

Customer Service Centre
Clippers House
PO Box 740
SALFORD
M50 3YY
Telephone 08457 740 740
Website www.royalmail.com
Textphone 08456 000 606
(for the deaf and hard of hearing)

Dear Mrs Dickinson

Thank you for your enquiry of 30 September 2002 about a Special Delivery item number SJ111615025GB, posted to James Clifford Hazel, Keveral Mill, Hessenford, TORPOIN PL11 3HW.

I can confirm that this item was delivered to that address on 18/09/2002 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 08457 740 740.

Yours sincerely

Julie Lyons

Julie Lyons
Customer Service Advisor

Enclosures: Copy Of Signature

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.

Royal Mail

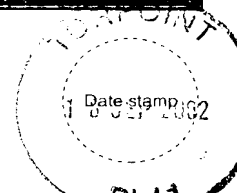
CONFIRMING YOUR DELIVERY

QV 1-162541153

Affix the item barcode number and enter the time of delivery, or attempted delivery. The recipient must sign and print their name before the item is handed over.

Confirmed on track/trace
PHG initials

(Signature)



Walk	
ID 0015	Name HESSEMAN TREVOR

Number of items for delivery:		Number of items undelivered:	
Priority Two	Recorded 0	Returned 0	Pouched off

SJ 1116 1502 5GB 12.00pm sign



Time

Print name
HAZAL
KEVERHILL

835

Check time and sign
n Hltaxel

SU 4281 6466 8GB 12pm signature



Time

Print name
STONKS
AMALYN

0842

Check time and sign
y Hltaxel

Time

Print name

Check time and sign

Time

Print name

Check time and sign